

The background is a solid orange color. It features several abstract geometric elements: a large, light-orange circle in the top-left corner; a smaller, light-orange circle in the bottom-left corner; and a light-orange rectangle in the bottom-right corner. The word "Forward" is written in a large, white, sans-serif font, followed by three vertical bars of increasing height.

Forward |||

Meet your speakers



Zia Bhutta

CEO & Managing
Partner

Accelirate



**Armando
Lambert**

VP Enterprise
Optimization

Bayview



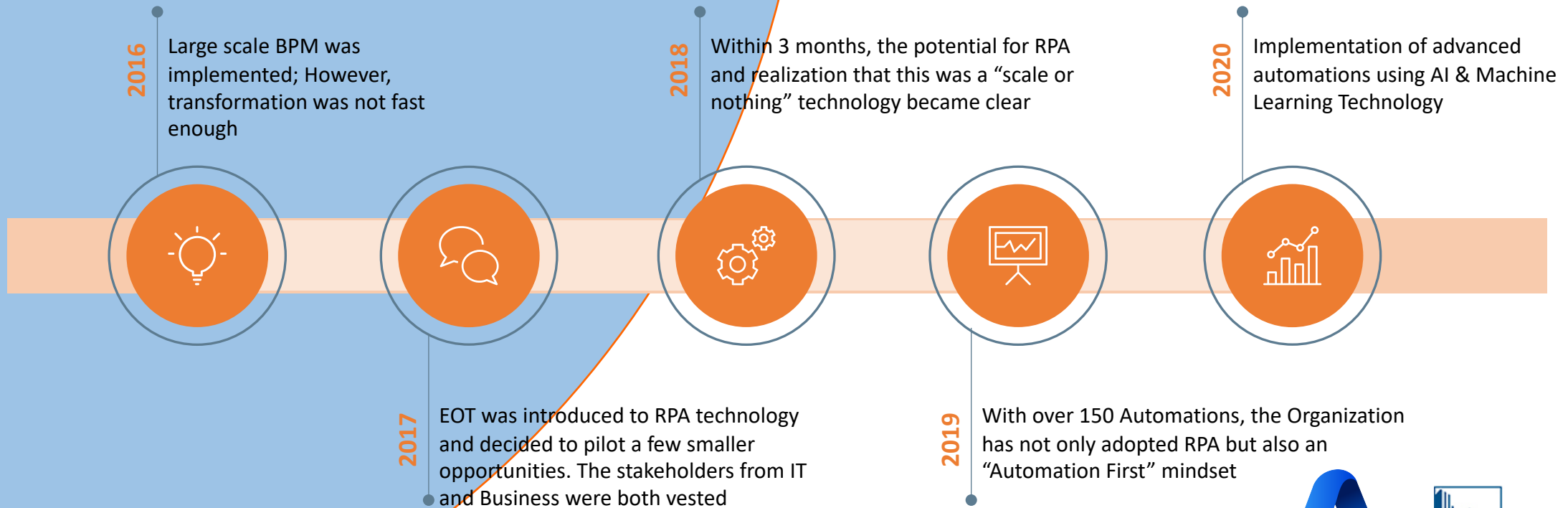


How to Transform Your Business by Nurturing an Automation Mindset

Background

- Multi-Billion-Dollar Asset Management Company and one of the largest Mortgage Servicers in the Country
- The Enterprise Optimization Technology (EOT) Group has been operating as a bridge between IT and the Business to evangelize new innovative technologies
- The main agenda for the EOT group is to iteratively digitally transform the Organization

Our Journey



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Impediments & Best Practices to Scale RPA

Impediments

- Lack of Standardization of Procedures and Tasks
- Communication and Alignment with IT
- Business availability across all layers (From SMEs to Stakeholders)
- Communication and Collaboration between Departments

Best Practices

- Educate Departments on Automation
- Identify high-yield opportunities and deliver “Proof-of-Value”
- Keep stakeholders in the loop by iterative demos and deliveries
- Collaborate with IT to architect better solutions
- Use dashboards and metrics to measure the value delivered

150+
Automations

14 Departments
and Areas

140,000 Manual
Hours Saved



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Digital Transformation is a process of incremental gains which collectively add up

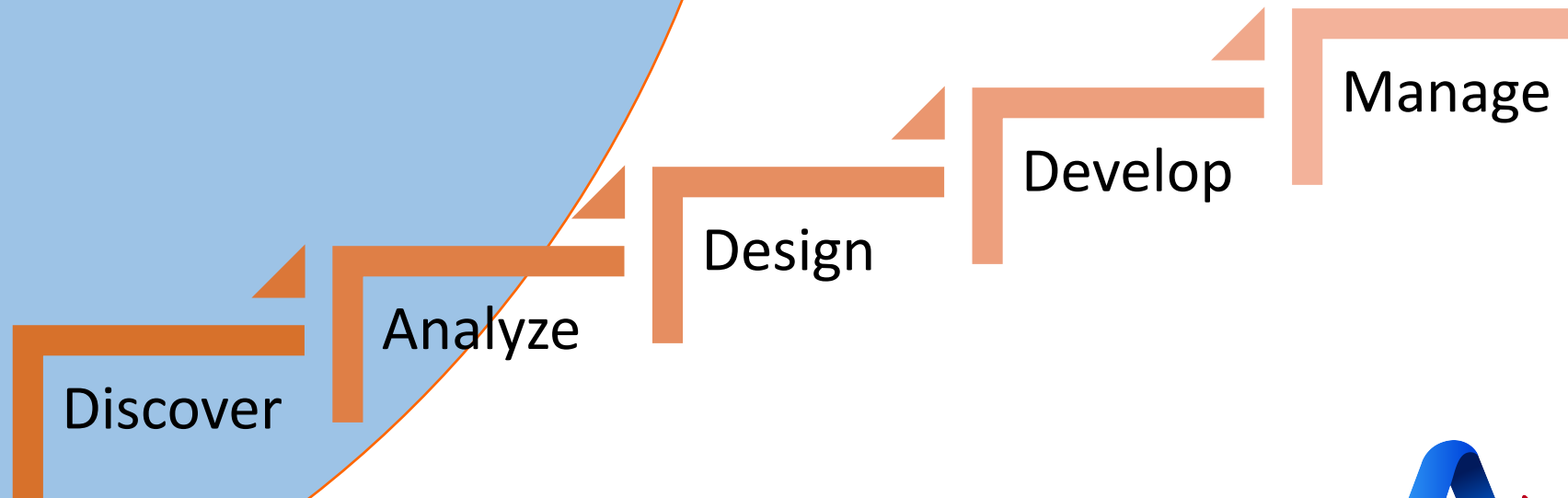
Automation is one of the core enabler of these gains



Automation First

- An "Automation First" approach is an Enterprise-wide program and not just a one-time pass
- An "Automation First" approach needs both "C-Suite" and IT backing
- An "Automation First" approach is iterative, so it needs to be nurtured within the business

An iterative approach to adopting "Automation First" mindset



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